

# **Paperless Policy**

## **Introduction**

This document provides procedures for processing State Fair Hearing Requests for CalWORKs, CalFresh, Medi-Cal, In-Home Supportive Services, and the Department of Children and Family Services, in efforts to become paperless.

## **Initial Step:**

The State Hearings Division (SHD), Customer Service Unit (CSU) receives Hearing Requests (HR) through the following methods:

- US mail
- Secured fax number (916) 651-2789 and the secondary fax number (916) 651-5210
- SHD website <https://secure.dss.cahwnet.gov/shd/pubintake/cdss-request.aspx>
- Secured File Transfer (SFT) system
- Oral Request through the CSU central line (1-800-743-8525)
- Public Inquiry and Response (PIAR) unit (1-800-952-5253)
- Affordable Care Act Bureau (ACAB) (1-855-795-0634)
- 58 counties.

## **Assessing Process:**

Once a HR is received, a CSU staff will review the HR and determine if it is a General Jurisdiction case. If the case has a Medi-Cal component, it is forwarded to ACAB for review to see if it falls under the ACAB. If the case is a General Jurisdiction case, it will be assigned to a CSU staff to process and on-line the case in the Health and Welfare Data Center (HWDC) system. An automated case number will then be assigned and the case will be sent electronically to the scheduling unit to be scheduled appropriately.

## **Handling Original Copy:**

Once the case is on-lined and assigned a case number, the CSU staff who on-lined the case will "name" the case by the county number, the case number and the type of document it is. This naming convention is used to identify cases and additional documentation. An example of a HR naming convention would be **19.141234567.HR** which translates to: County 19 (Los Angeles) Case number, and the type of document it is, in this instance, a Hearing Request. Listed below is the key to abbreviations used to identify documents.

AD	Additional Documents
AR	Authorized Representative
CW	Conditional Withdrawal
DC	Delete and Combine
DP	Duplicate
HR	Hearing Request
IC	Improper Claimant
NA	Non-Appearence
OR	Oral Request
PP	Postponement
RH	Re-Hearing
RO	Re-Opening
SC	Schedule Combine
WD	Withdrawal

**Scanning Original Copies:**

Once the case has been on-lined in HWDC, assigned a case number and the case “name” is written on the document, the document is assigned to a CSU staff to scan electronically and save to a shared SHD common folder named [\\cdss\shd\COMMON\CustomerService\Hearing Requests](#).

**Secure File Transfer (SFT):**

SFT is used to electronically transfer files between the SHD and the counties because it is a protected way to securely transfer files between the state and the county. SFT can only be accessed by designated users with permissions granted through SHD programming staff. Counties will use SFT to transfer HRs and other documents into the “County to CSU” folder for the Customer Service Unit to process in HWDC. Documents processed by the CSU will be transferred to the counties via the “CSU to County” folder.

**County Responsibilities:**

In order to avoid delays in processing HRs and other hearing related documents, the counties should be checking the “CSU to County” folder on a daily basis to retrieve HRs, Authorized Representative Forms, Postponement Requests, etc. Once the county has downloaded the documents from the “CSU to County” folder, those documents should be deleted out of SFT. It is recommended that each county create an archive folder system. An archive folder system would consist of creating a folder per day and dragging documents from SFT to the archive folder, according to the appropriate date. If a case is lost or has been misplaced, the counties can use the search tool, type in the case number, and the file should be easily found if saved correctly in the archive folders.

In addition, to further ensure timely processing of HRs and other hearing related documents, counties should be uploading items to the “County to CSU” folder upon receipt.

**Original Copies**

The SHD-CSU will provide electronic copies only to the counties via SFT. Original documents will be filed at Headquarters in Sacramento for 180 days. If a PDF copy is not sufficient, the county can request the original copy be sent to them via mail. A request for an original document can be sent to the general e-mail box at [SHDCSU@dss.ca.gov](mailto:SHDCSU@dss.ca.gov). After 180 days, the original copy will be destroyed; however, SHD-CSU will have an electronic copy archived if needed in the future.